W. 03443A. 10.0143 W. 03443A. 11.0040 ARIZONA CORPORATION COMMISS



UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (6...

Fax:

Priority: Respond Within Five Days

Opinion

No. 2012 - 103172

Date: 4/11/2012

Complaint Description:

08Z Rate Case Items - Other

N/A Not Applicable

First:

Last:

Complaint By: Account Name: Marti and Jim

Klein

Street:

Marti and Jim Klein

Work:

City:

Chino Valley

CBR:

Arizona Corporation Commission

State:

ΑZ

Zip:

is:

Utility Company.

Appaloosa Water Company

APR 1 2 2012

Division:

Water

Contact Phone

DOCKETED BY

Contact Name:

Nature of Complaint:

REFERRED FROM COMMISSIONER KENNEDY'S OFFICE (SENT TO ALL COMMISSIONERS):

RE: Docket No. W-03443A-10-0143 W-03443A-11-0040

From: Jim Klein [mailto:a

Sent: Thursday, March 22, 2012 8:40 AM

To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web

Subject: Case # W-03443A-11-0040 and Case # W-03443A-10-0143, Appaloosa Water Company

Case No. W-03443A-11-0040 Case No. W-03443A-10-0143

Appaloosa Water Company Water "Loss" Problem

Upon examining the 2009 and 2010 Water Loss reports supplied by Appaloosa Water Company (Loss Prevention Decision # 71236, compliance requirement attached), we noticed a 31% water "loss" in 2009 and a 28% "loss" in 2010. We also observed that the losses varied significantly from month to month. If these losses were due to leaks in the system, we would expect them to be more consistent month to month instead of the huge disparities shown on the reports.

Is the Arizona Corporation Commission and it's staff aware of the following:

1. In 2008 Mr. Cordovana installed a 6" pipeline across Rd 4N (see Mark Holmes letter attached) to supply water to his personal residence plus his Windmill House and other businesses. Did Appaloosa Water Company

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

(AWC) charge Mr. Cordovana hook up fees for service line extensions for Windmill House, etc. and his personal residence when the line was expanded? According to Current Service Line and Meter Installation Charges, AWC should have charged Mr. Cordovana a \$9,250 hook-up fee for the 6" line and at least a \$600 hook-up fee for his personal residence.

- 2. Since completion/approval of the 6" line to his residence and businesses in 2008, has AWC installed a meter and invoiced Mr. Cordovana for water used by these businesses and his personal residence?
- 3. Mr. Cordovana also has a large lake associated with his Windmill House operations. Does he use water from AWC to fill the lake? NOTE** ADWR has deemed the lake to be in violation of A.R.S. 45-131 (See Mark Holmes letter attached) relating to size and use of ground water to fill the lake.

SUMMARY: It would seem that if Mr. Cordovana charged his businesses and personal residence for water used, the water loss percentage would decrease significantly which subsequently would increase revenue sufficient to void the need for any rate increase to the residents. We respectfully request that ACC staff investigate this issue and if a locked water meter does not exist on that 6" line then one be installed. This meter should then be read and billed monthly to Mr. Cordovana for his residence and businesses.

Sincerely,

Marti and Jim Klein

Chino Valley, AZ 86323

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED *End of Comments*

Date Completed: 4/11/2012

Opinion No. 2012 - 103172

ORIGINAL **COMPLIANCE REQUIREMENTS**

Appaloosa Water Company UTILITY:

DOCKET: W-03443A-08-0177 W-03443A-08-0313

ACTION: WATER LOSS REPORT

DECISION NO: 71236

GALLONS PUMPED AND SOLD FOR ONE FULL YEAR

Arizona Corporation Commission DOCKETED

SEP 1 3 2011

DOCKETED BY



Appaloosa Meadows

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Annual Loss % Loss

10,691,556

31

Appaloosa Meadows

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% Loss Annual Loss

8,635,493 28

ORIGINAL

Sheila Stoeller

W-03443A-08-0177; W-03443A-08-0313 Email plus 3 attachments

From: Sent: Mark Holmes [mholmes@chinoaz.net] Monday, November 17, 2008 1:11 PM

To:

Mayes-WebEmail

Cc:

Sheila Stoeller; Jerry Stricklin; Cecilia Watts; rgrittman@chinoaz.net

Subject:

RE: Appaloosa Meadows Water Company in Chino Valley

Attachments:

Letter from Chino Valley re Appaloosa Water Company.pdf; ADWR Nov 2008 Final Ins Rpt

cover ltr.pdf; JUNE 2008 ADEQ VIOLATION NOTICES.pdf; Dev Plan JC Ranch.pdf

Greetings,

It was very nice meeting last week, and I think our discussions were very productive. I appreciate your proactive stance and guidance on these issues.

I hope you had a great lunch with your Mom.

Attached is a letter from the Town with concerns regarding the Appaloosa Meadows Water Company and its current activities, a violation notice from ADEQ, and an ADWR report of compliance issues, and the current development plans for the water company. From the Town's perspective we would like this information added to any current or future hearings regarding this water company in that these compliance activities can be addressed as stipulations regarding any rate or other hearing requested either by the Appaloosa Meadows Water Company or by the ACC. We appreciate your time and efforts in listening and reviewing the items the Town is concerned with especially as this water company owner and developer try to expand this water company into a massive commercial development when so many issue pertain to health, safety, and wellness still are outstanding, (See attached JC Ranch development Plan).

Please let me know if you require any additional information or data. We would like to participate in the public hearing and notify those residents within the Appaloosa Service area when this public hearing will take place.

Cheers.

Mark

Mark Holmes Water Resource Director Town of Chino Valley 1020 W. Palomino Road PO Box 406 Chino Valley, AZ 86323 928-636-7140 ext. 128 RECEIVED

2009 APR 21 P 3: 46

AZ CORP COMMISSION
DOCKET CONTROL

THIS COMMUNICATION IS INTENDED ONLY FOR THE INDIVIDUAL OR ENTITY TO WHOM IT IS DIRECTED. IT MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, OR OTHERWISE EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION BY ANYONE OTHER THAN THE INTENDED RECIPIENT, OR A DULY DESIGNATED EMPLOYEE OR AGENT OF SUCH RECIPIENT, IS PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AT (928) 636-7140, OR VIA E-MAIL AND DELETE THIS MESSAGE AND ALL ATTACHMENTS THERETO.

Arizona Corporation Commission

DOCKETED

APR 21 2009

DOCKETED BY

M

W 63443A 08-0177

Town Of Chino Valley
Water Resources Department
1020 West Palomino Road
P.O. Box 406
Chino Valley, AZ 86323
Tel (928) 636-7140
Fax (928) 636-7141



Water Resources Department

November 17, 2008

Ms. Kristin Mayes
Arizona Corporation Commissioner
1200 W. Washington
Phoenix, AZ 85007

RE: Appaloosa Meadows Water Company

Dear Ms. Mayes:

I would like to offer this letter as a summary of the issues that the Town of Chino Valley has encountered with the Appaloosa Meadows Water Company. In October 2007, the Town issued a right of way permit for the installation of an 8° waterline across Town right-of-way at Road 4 North at Harrison Drive. The waterline was designed by a local professional engineer by the name of Mark Evans, P.E. and was designed to serve existing and future large scale commercial development upon property owned by the water company. Joe Cordovano. However, several issues have created significant concerns to local residents and the Town that include:

- The waterline was constructed without an "Authorization To Construct"
 (ATC) permit being issued by ADEQ. See attached ADEQ Notice of Violations
- The waterline was not built according to State, ADEQ or local engineering standards
- 3) The waterline was not pressure tested, nor was the line tested for contaminants and bacteria, and does not have a backflow prevention device in place for required safety

4) Was a CC&N expansion approved by the ACC?

- 5) What is the status of the required new central arsenic treatment system associated with the Appaloosa Meadows Water Company?
- 6) The Arizona Department of Water Resources very recently issued a violation report indicating several water related violations upon the property currently being served by this illegal water main extension.

Please see attached report regarding the details of this report and the nature of the violations.

From the Town's perspective, we would like to see all of these issues corrected by the Appaloosa Water Company to resolve the immediate health, safety and welfare issues for the public drinking water supply before any rate increases are granted to the water company.

If you have any questions please feel free to contact me at (928) 636-7140.

Sincerely,

Mark Holmes

Water Resource Director

W-23443A-08-0177



ARIZONA DEPARTMENT ENVIRONMENTAL QUALITY



1110 West Washington Street Phoenix, Arizona 85007

(602) 771 -2300 www.azdeg.gov

Case ID #: 97301

CERTIFIED MAIL Return Receipt Requested

May 27, 2008

Apppaloosa Water Company Attention: Joseph Cordovano PO Box 3150. Chino Valley, AZ 86323-2708

Subject: Opportunity to Correct Deficiencies Appaloosa Meadows Subdivision, Place ID 5575 T16N R2W 810

Dear Cordovano:

The Arizona Department of Environmental Quality (ADEQ) has reason to believe that Apppaloosa Water Company as the owner/operator of Appaloosa Meadows Subdivision may be in violation of Arizona's environmental requirements. The purpose of this letter is to allow you an opportunity to correct these deficiencies without enforcement by ADEQ. ADEQ discovered the alleged deficiencles below during a file review completed on May 27, 2008.

AAC. R18-5-505(B)

Failure to obtain an Approval to Construct from ADEQ prior to modifying an existing public

According to an email received from Town of Chino Valley on May 13, 2008, and review of facility flies at ADEQ, the Appaloosa Water Company falled to obtain an Approval to Construct (ATC) prior to beginning construction of a water line extension.

2 AA.C, R18-5-507(A)

Failure to obtain an Approval of Construction from ADEQ prior to operation of an extension to an existing public water system.

According to an email received from Town of Chino Valley on May 13, 2008, and review of facility files at ADEQ, the Appaloosa Water Company falled to obtain an Approval of Construction (AOC) before operation of a newly constructed water line.

To establish compliance:

Within 15 calendar days of receipt of this letter, please submit a complete application for approval to construct and approval of construction including as built plans, pressure test data, disinfection test data, a design report including construction specifications, and a site plan to:

Northern Regional Office 1801 West Route 56 Suite 117 Flagstaff, AZ 85001 (928) 779-0313

Southern Regional Office 400 West Congress Street Suite 433 Tucson, AZ 85701 (520) 529-6733

Attn: H. Kent Haugerud, P.E. 1801 W. Route 66, Suite 117 Flagstaff, AZ 86001

Within 15 calendar days of receipt of this letter, please submit a written response describing the 2. corrective actions that have been taken to resolve the alleged violations, along with appropriate documentation. Appropriate documentation includes: involces, photographs, logs, laboratory analyses, sealed engineering plans, technical drawings, permits, and any other document(s) necessary to establish that the deficiencies have been resolved.

Please review the above and submit a written response to:

Arizona Department of Environmental Quality, Attention; Howard K. (Kent) Haugerud P.E., NRO Field Services, 1801 W. Route 66, Suite 117, Flagstaff, AZ 86001 MC: R2000F

ADEQ may verify compliance by on-site inspection or other appropriate means. Within 30 days of receipt of your response to this letter, ADEQ will notify you whether the facility is in substantial

Although ADEQ has the authority to issue appealable administrative orders compelling compliance, this letter has no such force or effect. Your point of contact for resolution of these deficiencies will be Howard K. (Kent) Haugerud P.E. who can be reached at (928) 773-2711. Please contact him/her if you have any questions about this letter or need additional guidance.

Matthew L. Capalby, Manager

Northern Regional Office

Howard K. (Kent) Haugerud P.E.

NRO Field Services



ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY

1110 West Washington Street - Phoenix, Arizona 85007 (602) 771–2300 - www.azdeq.gov



May 27, 2008

Appaleosa Water Company Attn: Mr. Joe Cordovano P.O. Box 3150 Chino Valley, AZ 86323

Inspection ID: 121500

RE: Appaldosa Water Company, Water system 13-208, Place ID 5575

Dear water system owner/operator:

Please find enclosed a copy of a file review inspection report for the above referenced facility. The inspection was performed on May 27, 2008 in accordance with Arizona Administrative Code R18-4-101, et sequi, R18-5-101, et sequi, and Arizona Revised Statutes 49-101, et sequi, the report may include a summary of inspection, checklist and inspection rights form, or other

If there are any questions please contact Kent Haugerud, P.E. at the referenced address, or at

W/__

Robert E. "Buck": Olberding Field Services Manager Northern Regional Office Arizona Department of Environmental Quality

REO:hkh

Copy: Town of Chino Valley, Attn: Mark Holmes, Water Resources, P.O. Box 406, 1020 West Palomino Road, Chino Valley, AZ 86323

ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY Northern Regional Office 1801 West Route 66, Suite 117, Flagstaff, Arizona 86001

INSPECTION SUMMARY

Facility: Appaloosa Water Company	
File Inches and Director Version	System # 13-208
Accommendation	Date: May 27, 2008
Accompanied By: NA	County: Yayapai
Kecommendations By: H. Kent Haugernd P P	Report Date: May 27, 2008
Number of Plants: 0	Wells: 2
Population: 400	
	Service Connections: 193

INSPECTION SUMMARY

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The following determinations were based upon the above:

 A water line has been constructed without proper ADEQ approvals. Verification of water line construction was received via email from the Town of Chino Valley on May 13, 2008.
 Major deficiency

Within 30 days:

- 1. Bring to our attention any determinations that you believe are in error.
- 2. Major deficiencies are subject to a Notice of Violation ("NOV") whereas minor deficiencies are subject to a Notice of Opportunity to Correct ("NOC") & recommendations may be implemented for improved system operation. NOC's may be escalated to NOV's were it is judged to be appropriate, such as, but not limited to situations where repeated violations have occurred or it is deemed necessary for public health.

WB3443A-08-0177

ARIZONA DEPARTMENT OF WATER RESOURCES

Prescott Active Management Area 2200 E. Hillsdale Road • Prescott, Arizona 86301 Telephone (928) 778-7202 • Fax (928) 776-4507



Janet Napolitano Governor

Herbert R. Guenther Director



November 7, 2008

Josal Enterprises, Inc. ATTN: Joe Cordovana, President 7012 N. 18th Street Phoenix, Arizona 85020

RE: Site Inspection Report for Inspection Conducted on October 9, 2008

Mr. Cordovana:

The enclosed documents were inadvertently omitted from the Site Inspection Report mailed to you on this date.

If you have any questions, or require further assistance, please contact me at (928) 778-7202.

Sincerely,

Gerry L. Wildeman

Area Director

Andrew Craddock, Compliance

uph Wildeman

Scott Deeny

w/enclosure

CC:



		street, Phoenix, AZ 85020
		Phone:
ARTMENT OF WA	TER RESO	URCES
•		
NSPECTION AND	DUE PROC	ESS RIGHTS
of the following descri	bed property:	na Department of Water Resources (ADWR:
om, 306-05-0	306+30	105-030N
28		
e, or the signature of an d have read both sides	of this docur	epresentative, indicating that you have been ment. If you decline to sign, or signature i
ted by an inspector for ne number are indicated	below. The	must present photo identification upon entr ADWR inspector will be available to answe Phone: 928 778-7207
andusted by an ADW		
icense requirements.	K inspector e	ather for the purpose of the issuing a permit
ed under the following	legal authorit	
	Vone	
	1 - F	he reverse should be directed to one of the
		Phone: 602 771-8426
ahan		Phone: 602 277-7292
(continued on reverse)		
egulated person or the to this inspection and w	regulated pers tho has read b	son's authorized representative who has been noth sides of this Notification.
ANA		
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dated person's authoriz	ed representa	tive indicated below was present during the
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	hird Street, Phoenix, NSPECTION AND s being provided to you of the following description of the following description of the signature of an dhave read both sides ent and the inspection whereas and the inspection where the following is a signature of an another are indicated conducted by an ADW incense requirements. The continued on reverse is the side of the paragraph of the provided in paragraph of the provided in paragraph of the provided person or the state of the provided in paragraph of the provided person or the state of	of the following described property of the following described property of the 30%-05-030P+30 of the signature of an authorized of the signature of an authorized of the signature of the sides of this document and the inspection will proceed. Steed by an inspector for ADWR who he number are indicated below. The conducted by an ADWR inspector electronic requirements. Sed under the following legal authority be billed separately: None ghts described in paragraph 10 on the continued on reverse regulated person or the regulated person this inspection and who has read by AMA Title: PR

Cordovana

Date: 10-9-08

Time: 10:25 AM.

ARIZONA DEPARTMENT OF WATER RESOURCES

Agency Inspector: Sephoto identification presented.

Scopy provided prior to inspection to: Sephoto identification presented.



ARIZONA DEPARTMENT OF WATER RESOURCES

Prescott Active Management Area 2200 E. Hillsdale Road, • Prescott, Arizona 86301 Telephone (928) 778-7202 • Fax (928) 776-4507



Site Inspection Report



Janet Napolitano Governor

Herbert R. Guenther Director

Joe Cordovana Josal Enterprises, Inc. 7012 N. 18th Street Phoenix, AZ 85020

Date and Time of Inspection: October 9, 2008 @ 10:25 AM

Inspection Conducted by: Gerry Wildeman, Jack McCormack, Andrew Craddock, Bill Musielak, and Bill Werner

Person present at the time of inspection: Joe Cordovana

On October 9, 2008, the Arizona Department of Water Resources (Department) conducted a site inspection on Yavapai County parcels 306-05-030M, N & P, all located in Section 4, Township 16 North and Range 2 West and owned by Josal Enterprises, Inc. Mr. Joe Cordovana is the president of Josal Enterprises, Inc. This inspection was authorized by A.R.S. § 45-135. Mr. Cordovana was present during the site inspection and signed the Notification of Inspection and Due Process Rights Form.

This site inspection was conducted to:

- 1. Calculate the surface area of lakes on the property filled with groundwater;
- 2. Determine whether the lakes are connected; and
- 3. Identify whether there were signs of an active commercial fish operation.

During the site inspection it was determined that there are now three lakes and the three lakes are connected. The lakes were identified as Lake #1, Lake #2 and Lake #3, moving from south to north. Lake #1 can spill into Lake #2 that has a turnout gate that can be opened to drain some volume of water into Lake #3. However, the outlet structure is situated in such a manner that only a limited volume of water can spill from Lake #2 to Lake #3. From Lake #2, water flows into an open ditch and gravity feeds to Lake #3.

During the site inspection, Lake #1 was dry and measured 23,958 square feet of surface area. Lake #2 was nearly full and measured 92,347.2 square feet. Lake #3 had a small volume of water and measured 13,939.2 square feet in surface area.

During the site inspection, Mr. Cordovana opened the turnout gate from Lake #2 and demonstrated how the water flows to Lake #3. Mr. Cordovana stated that he raises catfish, bass and bluegill. Mr. Cordovana threw bread into Lake #2 and several catfish surfaced to feed. Mr. Cordovana stated that he wants three lakes so he can separate the fish by species because of bass predation on the bluegill. There is an additional turnout gate in Lake #2 that can divert water to another area of property.

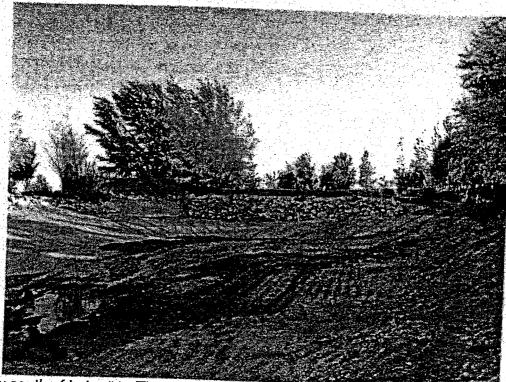
Deficiencies Identified During Site Inspection:

- Lake #1, Lake #2, and Lake #3 are connected and the combined surface area is 130,244.4 square feet.
- 2. It did not appear to the Department that the lakes met industry standards for a commercial fishery operation for the following reasons:
 - a. The uneven shorelines of Lake #1 and Lake #2 are not conducive to efficient harvesting of fish.
 - b. Based on Mr. Cordovana's statement regarding the depth of Lake #2 combined with the vertical placement of the outlet, Department staff have idnetified that this lake design is not conducive to efficient harvesting of fish because lake levels cannot be significantly decreased by discharges through the outlet.
 - c. The extensive vegetation surrounding Lake #2 is not conducive to efficient harvesting of fish.
 - d. Department staff did not see any visible evidence of common aquaculture facility equipment, such as harvesting equipment (nets, boats, seines) or feeding equipment (automatic feeders, feed).
 - e. The facility is not licensed as a commercial aquaculture facility with the State of Arizona.
- The lakes are in violation of A.R.S. §45-132 based on the definition of "body of water" in A.R.S. §45-131(1) for the following reasons:
 - a. Because the lakes do not meet industry standards for a commercial aquaculture facility, the primary purposes for the lakes are landscape, scenic and recreational based on the site inspection.
 - b. The combined surface area of the lakes is 130,244.4 square feet which is greater than 12,320 square feet.
 - c. The lakes are filled and re-filled with groundwater.

The following pictures were taken of the three lakes.



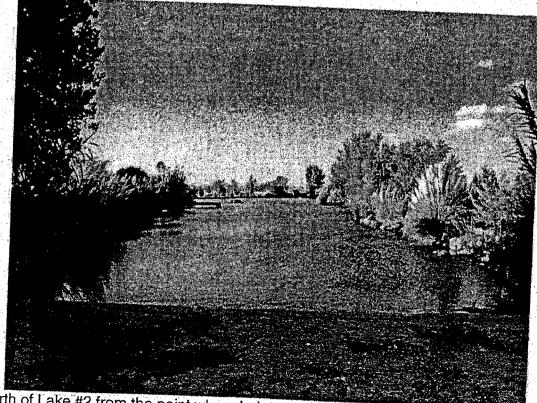
View north of Lake #1 from the southern edge of the lake.



View south of Lake #1. The main inlet is in the back left of the lake.



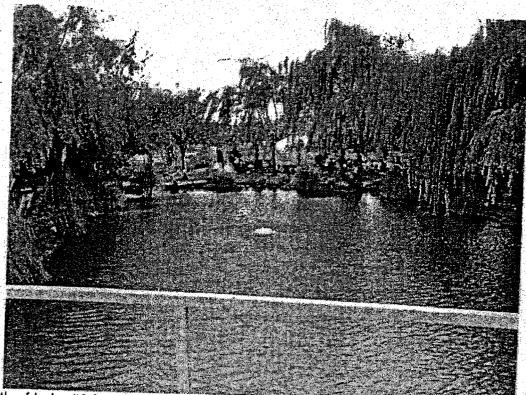
View south of Lake #1 from the northern edge of the lake.



View north of Lake #2 from the point where Lake #1 can spill into Lake #2.



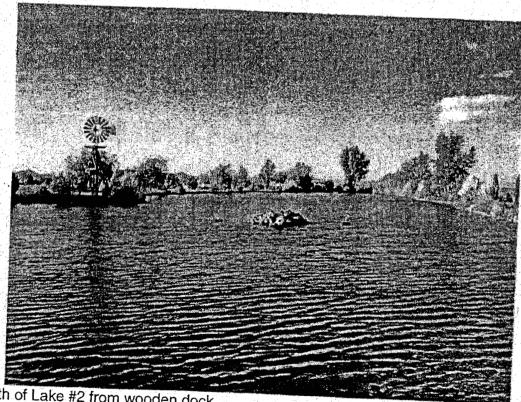
View north of Lake #2 from the bridge.



View south of Lake #2 from the bridge.



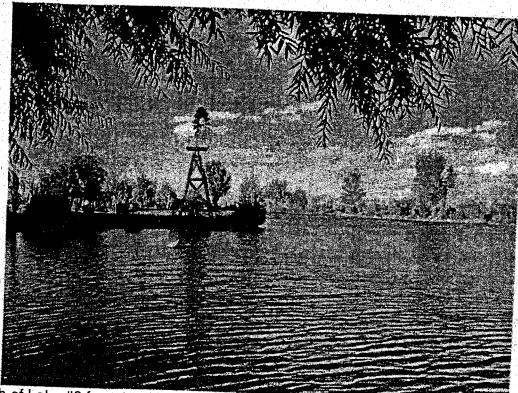
View south of Lake #2 from the western bank. View of spillway in background from Lake #2 to



View north of Lake #2 from wooden dock.



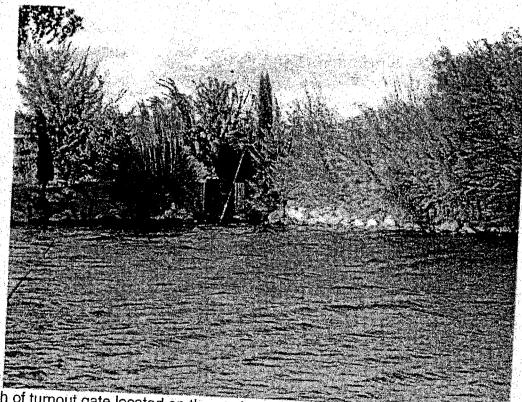
View south of Lake #2 from western bank.



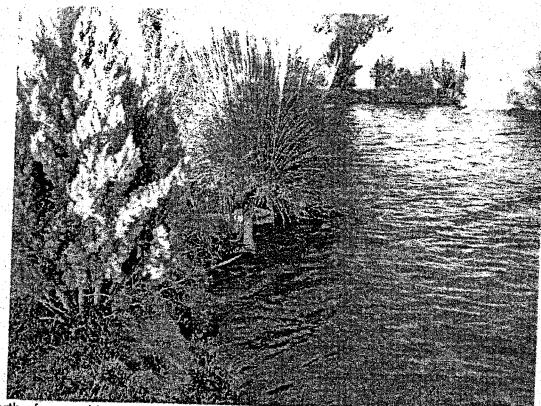
View north of Lake #2 from western bank.



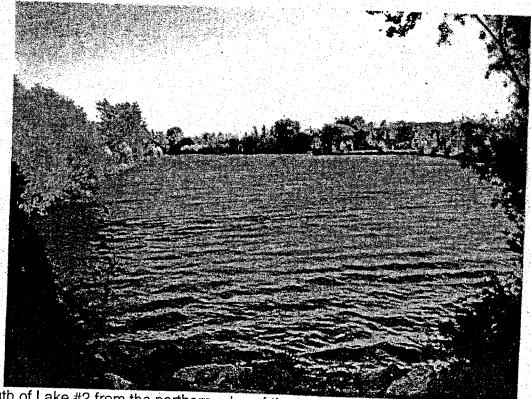
View south of the western bank of Lake #2. Pipe on surface of pond feeds water to a red fire emergency valve in the center of the picture.



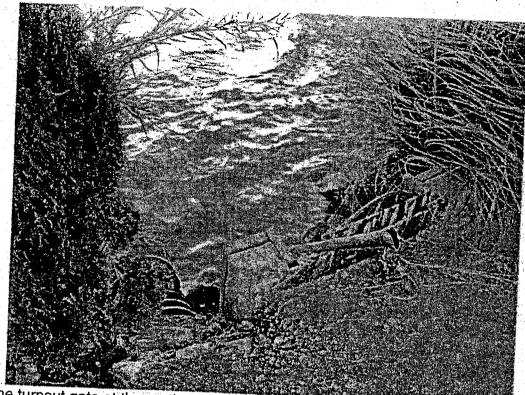
View north of turnout gate located on the northeast corner of Lake #2 that releases water to



View north of second turnout gate located in the northwest corner of Lake #2. This turnout gate could release water to an open field.



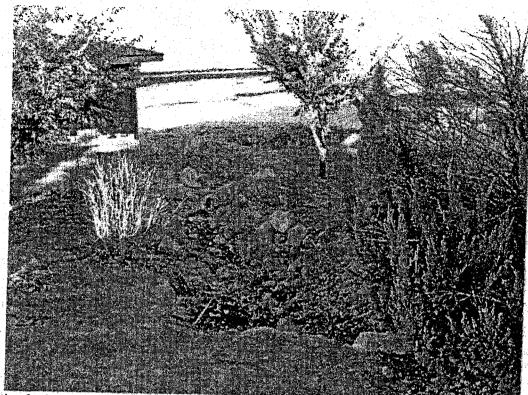
View south of Lake #2 from the northern edge of the lake.



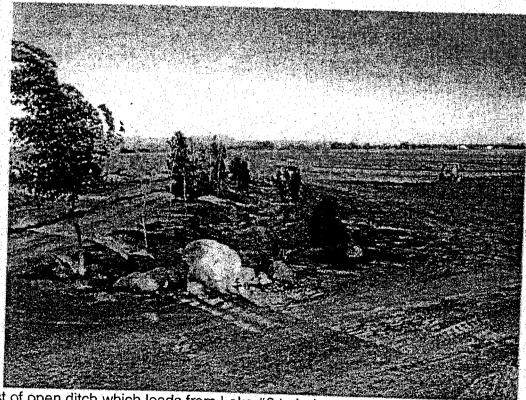
View of the turnout gate at the northern edge of Lake #2 that releases water to Lake #3.



View south of turnout pipe which releases water from Lake #2 to Lake #3. The top of the turnout gate of Lake #2 is in the top center of the picture.



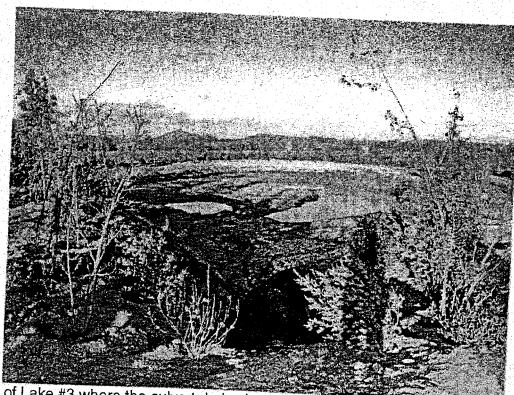
View north of where turnout pipe from Lake #2 releases water into an open ditch which leads to Lake #3. The brown building houses an exempt well.



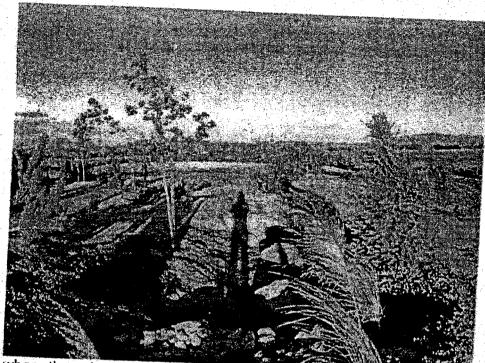
View east of open ditch which leads from Lake #2 to Lake #3.



View south of where the open ditch from Lake #2 goes into a culvert under a dirt road and then drains into Lake #3.



View east of Lake #3 where the culvert drains into the lake.



View east of where the culvert goes under a dirt road from the open ditch and then drains into Lake #3.



View east of Lake #3. There is an approximate 12 inch culvert spillway in the back left comer of the lake that is not visible in this picture. Water spills into an open field from this culvert.